

WISCONSIN QUEST WALLET CARD



1-877-415-5164

YOG YUAV XAV PAUB SEB KOJ TSHUAV NYIAJ LI CAS HAUV KOJ DAIM WISCONSIN DAIM YUAJ QUEST

Koj qhov nyiaj tshuav tam sim no muaj sau rau ntawm koj daim tw yuav koom.

Tiam sis, yog tias koj ua koj daim tw zaum kawg ntaww xiam, muab koj daim yuaj thiab:

THEEM 1....Hu rau Customer Service Automated Response Unit (ARU) (qhov chaw pab neeg) hu dab ntawm, 1-877-415-5164. Tus xov tooj no muaj sau nyob sab nraum qab ntawm koj daim yuaj. [TDY (Telecommunications Relay Service rau cov Neeg Tsis Hnov Lus): 1-800-947-3529]

THEEM 2....Nias 1 rau Lus Mis Kas los 2 rau Lus Mev. Yog tias koj muaj teeb meem txog qhov ntaus cov zauv ntawm lub xov tooj ntau los sis koj muaj ib lub xov tooj uas kis kis, tos kom nrov zaum peb es hais tus (cov) zauv.

THEEM 3....Ntaus 16-tus zauv ntawm daim yuaj ces nias lub pob #. Yog tias koj ntaus tus zauv tsis yog lawm, yuav kom koj rov qab ntaus dua.

THEEM 4....Koj yuav hnov seb koj tshuav nyiaj pes tsawg.

THEEM 5....Koj muab khwb, los sis koj xaiv lwm qhov kev pab.

YOG YUAV QHIA TIAS KOJ DAIM YUAJ XIAM, RAUG NYIAG LOS SIS PUAS LAWMM:

Rov qab ua theem 1 txog 3 sauv. Yog tias koj tsis paub koj tus zauv ntawm koj daim yuaj, tos li 20 lij (seconds) kom koj hnov qhov lus tias "*to report your card lost, stolen or damaged (yog xav qhia tias koj daim yuaj xiam, raug nyiag los sis puas lawm)*" thiab nias 1. Yuav hloov koj mus rau ib tug Neeg Pab Neeg.

YUAV SIV KOJ DAIM YUAJ QUEST LI CAS THAUM UAS KOJ YUAV KHOOM NOJ

THEEM 1...Ua ntej koj mus yuav koom noj, xyuas Seb koj tshuav nyiaj pes tsawg ntawm koj daim tw Los sis hu rau qhov chaw Pab Neeg ntawm 1-877-415-5164. Qhov tshuav no yog qhov ntau tshaj uas koj yuav Siv tau nrrog koj daim yuaj QUEST.

THEEM 2...Xaiv cov koom uas koj yuav yuav thiab mus rau Tom qhov chaw ntaus koom. Ib cov khw yuav muaj Daim paib QUEST tso rau ntawm qhov chaw ntaus koom.

THEEM 3...Qhiv rau tus neeg ntaus koom tias koj yuav siv koj daim yuaj QUEST. Yog tias koj yuav cov koom uas ntau tshaj qhov nyiaj hauv koj tus zauv Tso nyiaj lawm, qhia rau tus neeg ntaus koom seb koj yuav rho pes tsawg tawm Hauv koj tus zauv tso nyiaj food stamp. Thaum uas cov koom tau ntaus tas lawm, muab kjo daim yuaj QUEST rau tus neeg ntaus koom, *los sis* Muab txhuam rau ntawm lub tshuab txhuam cov yuaj.

THEEM 4...Ntaus koj plaub tug Zauv Cim (PIN) rau ntawm qhov chaw ntaus. Lub tshuab yuav pom tawm (****); koj yuav tsis pom koj tus PIN Nyob rau ntawm lub tshuab.

THEEM 5...Nias lub pob ENTER los sis YES. Yog tias koj tsis paub tias yog tus twg, thov nug tus neeg ntaus koom.

THEEM 6...Tus neeg ntaus koom yuav ntau tus nqi food stamp thiab, yog tias nws yog, koj nias lub pob ENTER los sis YES.

THEEM 7...Koj yuav tau ib daim tw uas nws qhia:
• lub npe ntawm lub khw,
• hnub thiab sij hawm yuav koom,
• tus nqi koj yuav, thiab
• koj tshuav peb tsawg hauv daim yuaj QUEST.

THEEM 8...Khaws koj cov tw kom koj paub seb koj tshuav Pes tsawg thaum uas koj mus yuav koom lwm zaus.

State of Wisconsin
Department of Health and Family Services
Division of Health Care Financing